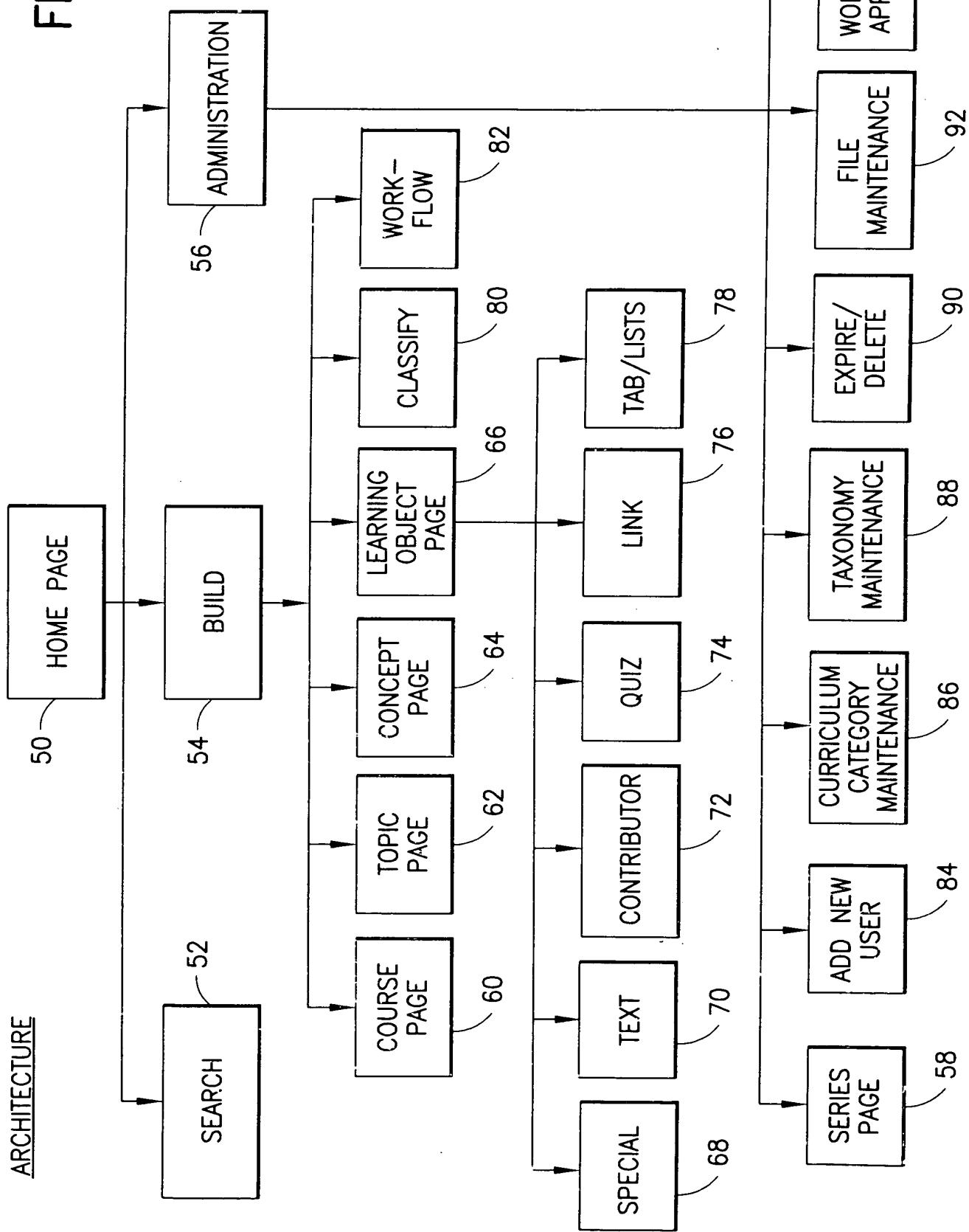


FIG. 1

ARCHITECTURE

FIG.2

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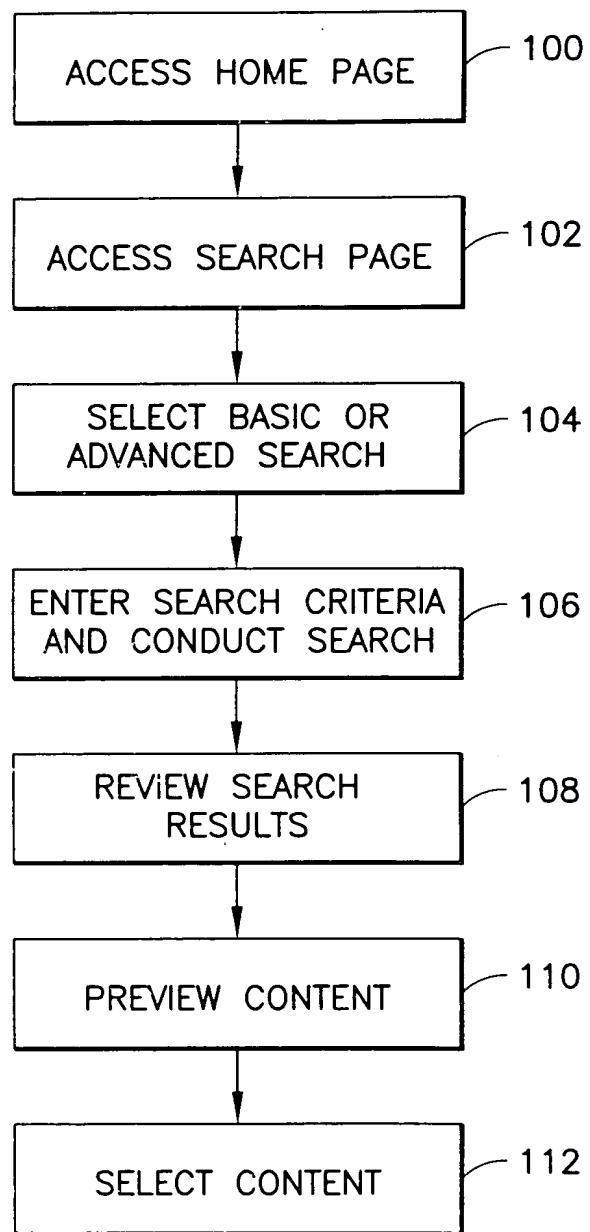


FIG.3

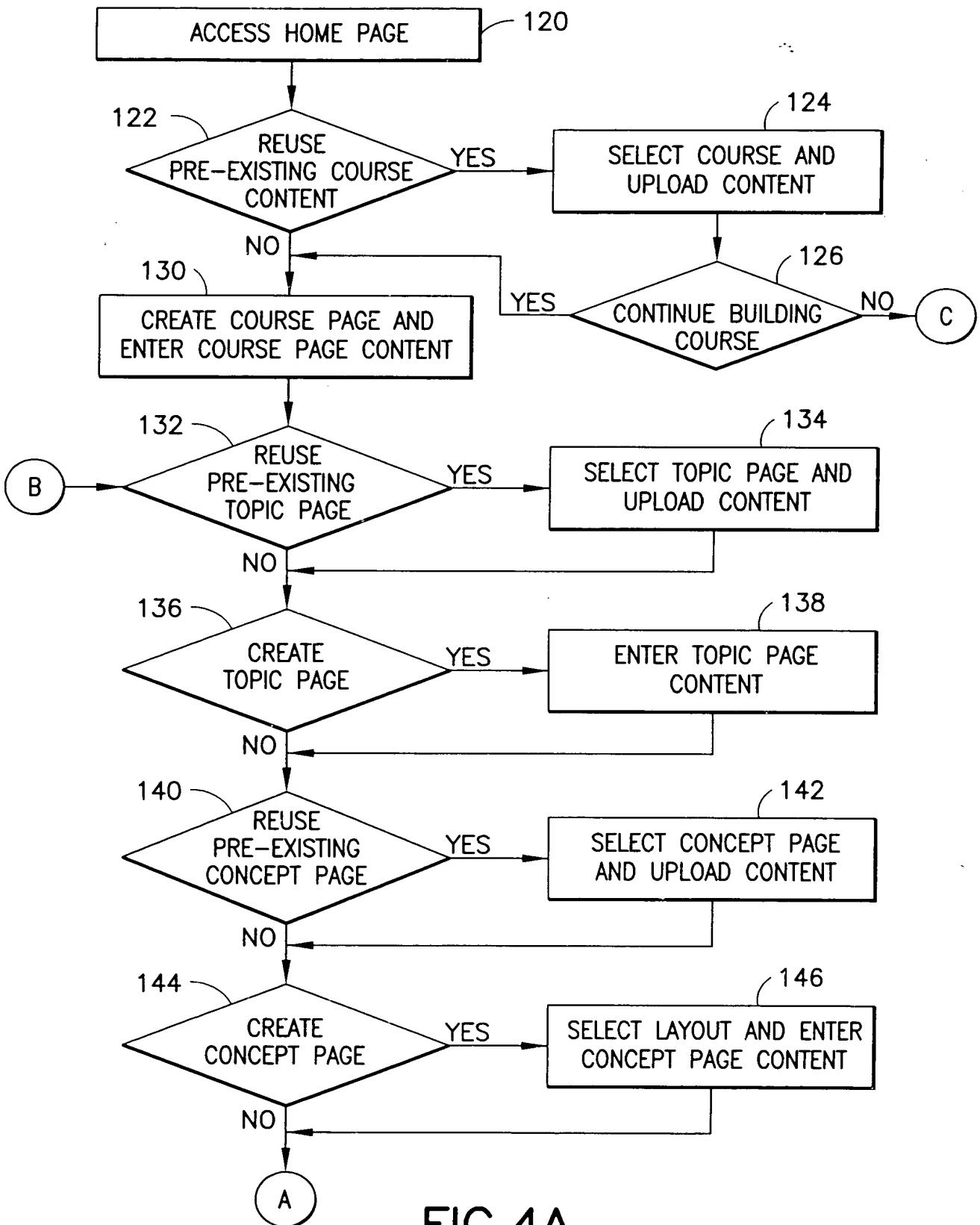


FIG.4A

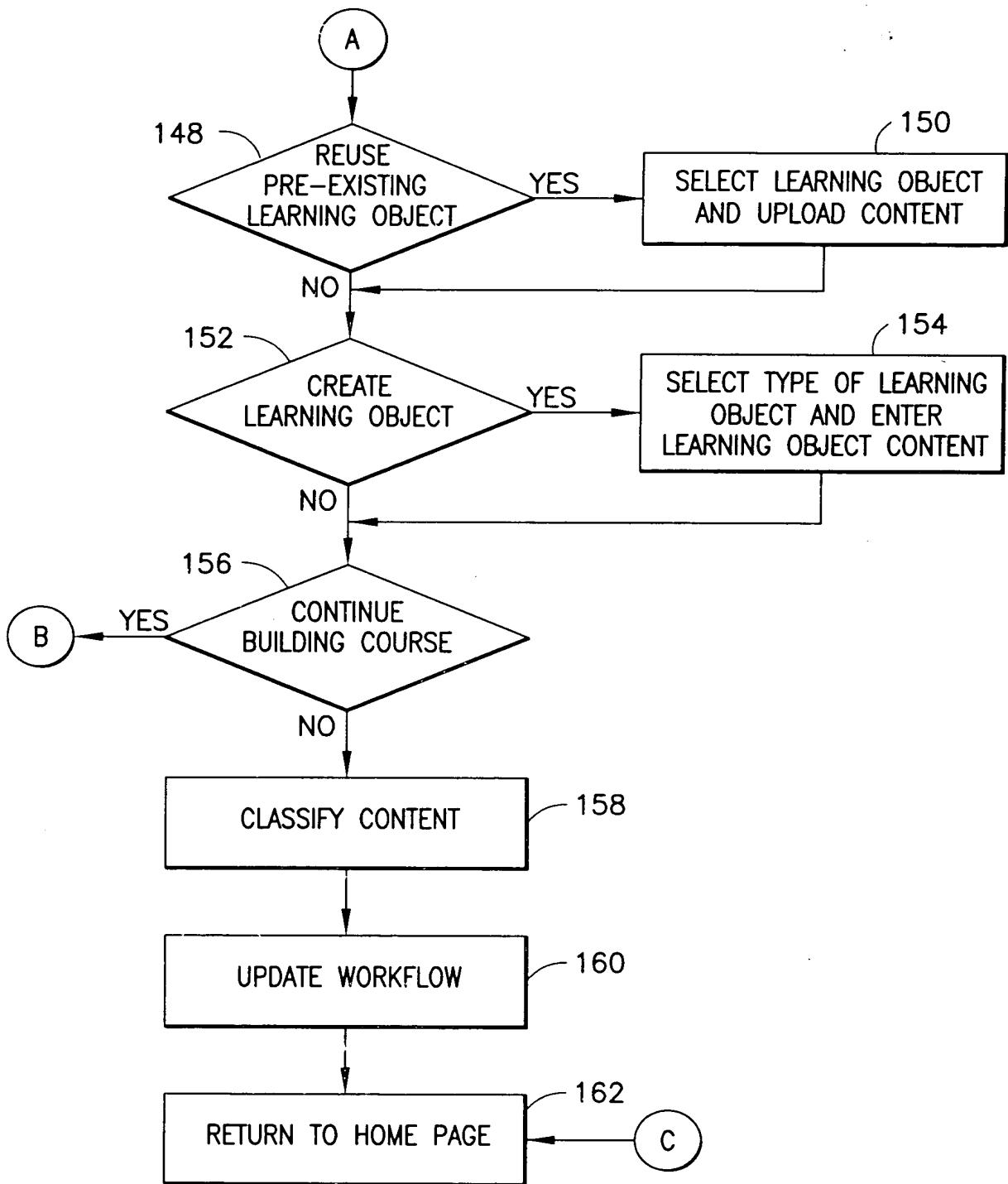


FIG.4B

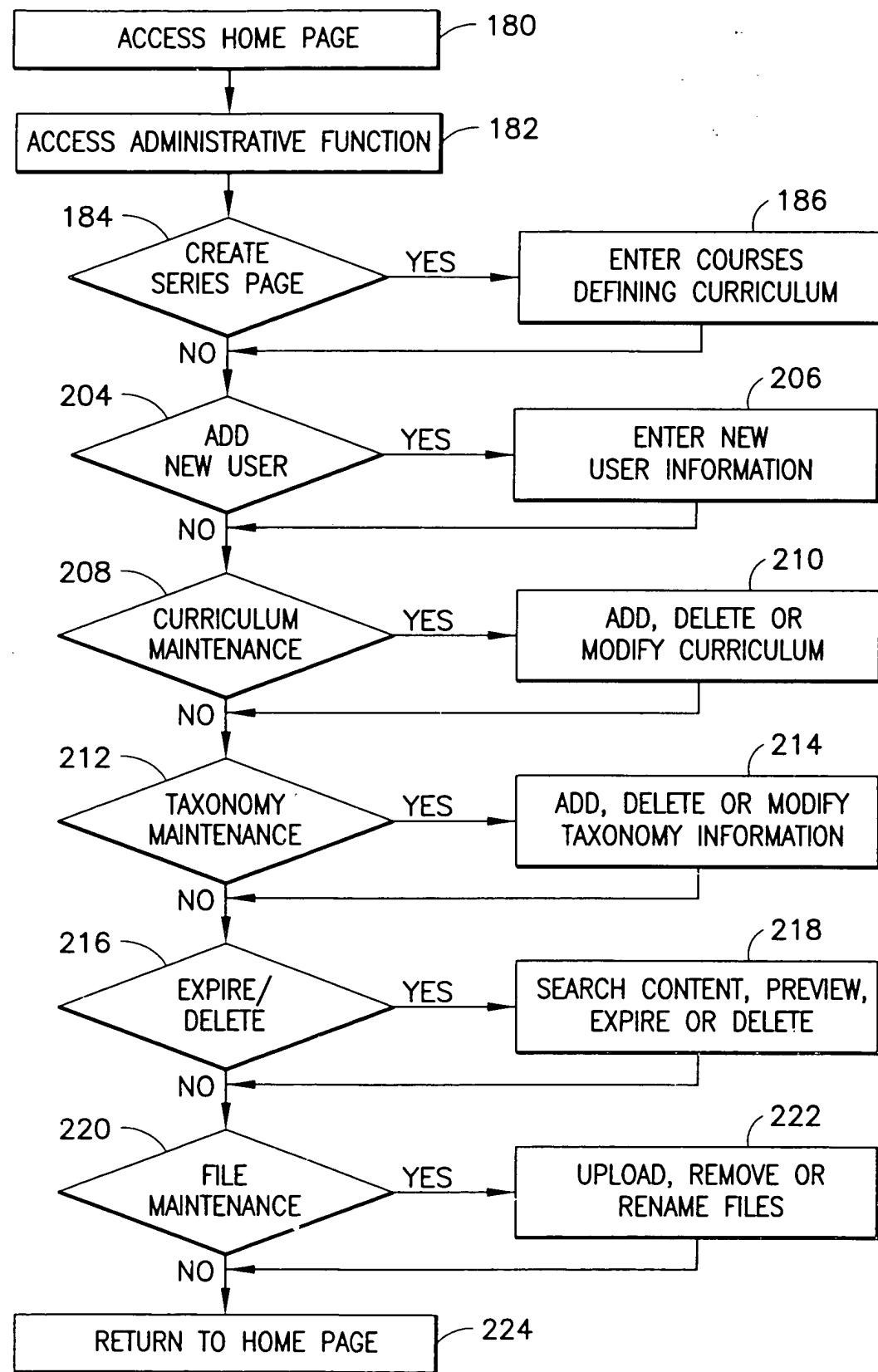


FIG.5

519

520

Learning Network Content Management System - Microsoft Internet Explorer			
 Content Management System			
<a href="#">Home</a> <a href="#">Search</a> <a href="#">Log Out</a>			
Users	Curriculum	Taxonomy	Search/Expire
850	854	856	858
Name: Marc Faulk Role: Author 			

Curriculum: FA

Business Unit: USPC

Create New Content

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Title	Type	Modified	Workflow	Create By	Modified By	Maintenance	Included	In Comments
<a href="#">Holland Test Course</a>	Course	7/26/01	Development	Christophor Holland	Christophor Holland	1/14/02	<a href="#">View</a>	<a href="#">Comments</a>
<a href="#">7-26 check</a>	Course	7/26/01	Development	Elizabeth Moriarty	Elizabeth Moriarty	1/22/02	<a href="#">View</a>	<a href="#">Comments</a>
<a href="#">Designation and Titles</a>	Course	7/26/01	Development	Lauren Cottrell	Christophor Holland	1/22/02	<a href="#">View</a>	<a href="#">Comments</a>
<a href="#">Reading Room</a>	Course	7/26/01	Development	Lauren Cottrell	Lauren Cottrell	1/19/02	<a href="#">View</a>	<a href="#">Comments</a>

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FIG. 6A  
FIG. 6B

FIG. 6A

<u>DELETE</u> Service Conversations	Course	7/25/01	Development	ROSANNA NINNES	ROSANNA NINNES	1/21/02	<u>View</u>	<u>Comments</u>
<u>DELETE</u> Service Conversations	Course	7/25/01	Development	ROSANNA NINNES	ROSANNA NINNES	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement</u> Plans	Course	7/25/01	Development	Marc Faulk	Marc Faulk	10/28/01	<u>View</u>	<u>Comments</u>
<u>Retirement</u> Plans	Course	7/25/01	Producer QA	KAREN A MNEO	KAREN A MNEO	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement</u> Plans	Course	7/25/01	Producer QA	REBECCA ADE	REBECCA ADE	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement</u> Plans	Course	7/25/01	Producer QA	KAREN G VANHOY	KAREN G VANHOY	1/21/02	<u>View</u>	<u>Comments</u>
<u>Retirement</u> Plans	Course	7/25/01	Development	SUSAN ROGERS	SUSAN ROGERS	1/21/02	<u>View</u>	<u>Comments</u>
								Local Internet

FIG.6B

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530

Learning Network Content Management System - Microsoft Internet Explorer

Learning Network Content Management System

Home Search

User Curriculum Taxonomy Search/Expire Files

SEARCH 534 Advanced 542

Content Name:

Search Keyword:

Date Range:  Last 30 days  From:  /  /  2001  
536 540 To:  /  /  2001

Business unit: All  538

Authors: All   
ANN M PISCETELLI  BRIDGET LYNCH   
CAROLYN E LACH  Chris Gretton   
CHRISTOPHER JAEGER  Christopher Holland

Results Per Page:  10  558  
Quick Search

Results Preferences  
Save Preferences  
Restore Default  
Done

Local Internet

FIG. 7A

 <b>Learning Network Content Management System - Microsoft Internet Explorer</b>	
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
<a href="#">Home</a> <a href="#">Search</a> <a href="#">Log Out</a>	
<a href="#">Users</a> <a href="#">Curriculum</a> <a href="#">Taxonomy</a> <a href="#">Search/Expire</a> <a href="#">Files</a>	
<p>Content Level</p> <p> <input checked="" type="checkbox"/> All Levels      <input type="checkbox"/> Learning Object (All)  <input type="checkbox"/> Series      <input type="checkbox"/> Text  <input type="checkbox"/> Course      <input type="checkbox"/> Contributor  <input type="checkbox"/> Topic      First Name: <input type="text"/>  <input type="checkbox"/> Concept Page      Last Name: <input type="text"/>  <input type="checkbox"/> Quiz  <input type="checkbox"/> Link  <input type="checkbox"/> Tabs/Lists  <input type="checkbox"/> Special  <input type="checkbox"/> Include context objects     </p>	
<p>546</p> <p>Select Curriculum Taxonomy: <input type="text" value="None"/> </p> <p>Select Subject Area Below</p>	

FIG. 7B-1
FIG. 7B-2

FIG. 7B-1

FIG. 7B

<input checked="" type="checkbox"/> Select all subject area				
548	550	552	554	556
<b>Competency Level</b>		<b>Delivery Type</b>	<b>Instructional Source</b>	<b>Region/Country</b>
<input checked="" type="checkbox"/> All <input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced		<input checked="" type="checkbox"/> All <input type="checkbox"/> Web-based <input type="checkbox"/> CD-ROM <input type="checkbox"/> Video-Tape	<input checked="" type="checkbox"/> Activity <input type="checkbox"/> Internal <input type="checkbox"/> External	<input checked="" type="checkbox"/> All <input type="checkbox"/> USA <input type="checkbox"/> International
		<input type="checkbox"/> Assessment <input type="checkbox"/> Virtual <input type="checkbox"/> Classroom <input type="checkbox"/> Print	<input type="checkbox"/> Lesson <input type="checkbox"/> Resource	
<input type="button" value="Advanced Search"/>				
558				
<input type="button" value="Done"/>				
<input checked="" type="checkbox"/> Local Internet				

FIG.7B-2

562

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SEARCH RESULTS						<< Return to Search		
Results Returned: 1351 ( 566 ( 570 ) Results : 1-10 )						574 Next 10 Results >>		
Name	Type	Business Unit	Author	Status	View Content	Comments	Open	
"G. Ronald Smith"	Learning Object		GAYLE M WALDON	Development	<u>Preview</u>	None	<u>Open</u>	
...	Topic		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>	
...	Concept Page		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>	

FIG. 7C-1
FIG. 7C-2

FIG. 7C-1

FIG. 7C

... - Tabs	Learning Object	Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
... - Text	Learning Object	Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
////	Course	Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
401(k) Plans-Text	Learning Object	Jim Vemon	Development	<u>Preview</u>	None	<u>Open</u>
401(k) Plans-Text	Learning Object	Kevin Mills	Development	<u>Preview</u>	None	<u>Open</u>
403 (b)	Learning Object	HELEN N OBAZE	Development	<u>Preview</u>	None	<u>Open</u>
403 (b)	Concept Page	Dave Gardea	Development	<u>Preview</u>	None	<u>Open</u>
Results Returned: 1351		Results : 1-10				
Next 10 Results >>						
<input type="button" value="Done"/>		<input type="checkbox"/> Local Internet				

FIG.7C-2

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Preview:

584



Alt Text:

Description:

Save

Images

Learning Objects

Bid Object

**John Jones**

Joe Jones

Files

PDFs

PDF File 1

PDF File 2

582

Select

Upload File

Send Request

FIG.8

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**FIG.9**

**Learning Network Content Management System – Web Page Dialog**

**Background Details: Course1**

Course Name: Course1

Maintenance Date: 1/26/02 3:07:57 PM

Keywords: 604

Collaborations:  Threaded Discussion  
 Placeware Course

Course Display:  Course Evaluation

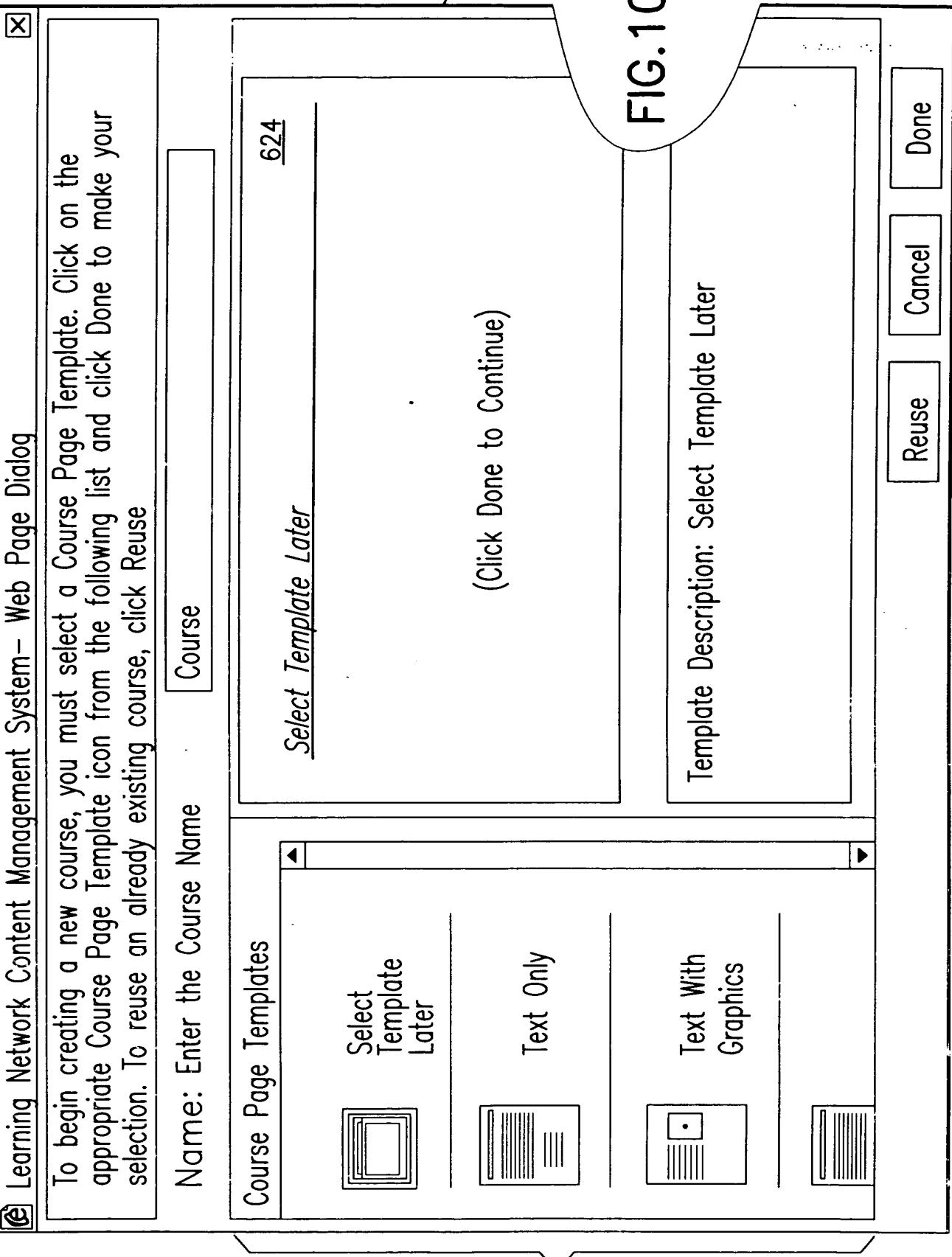
Start Date:  /  /  600

End Date:  /  /  601

What's New/Series Description: 606

**Done** 608

**Click here to view administrative information** 608



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FIG. 12A

CMS - Microsoft Internet Explorer

Learning Network Content Management System

User Name: Marc Faulk

Classify Batch Classify Workflow Exit

Detail Comments Print Preview

Concept Page1

Concept Page1

Please click the Edit button to enter or edit your text.

Concept Page1

Edit

Concept Page1

652

Course 1

Topic 1

Concept Page1

Concept Page1-Text

Concept Page1-T

Related Offerings

Tab1 Tab2

A preview of this learning object is not yet available because the content for the object has not been entered. Please select Edit to continue creating the object.

A preview of this learning object is not yet available because the content for the object has not been entered. Please select Edit to continue creating the object.

Remove

Done

Local Internet

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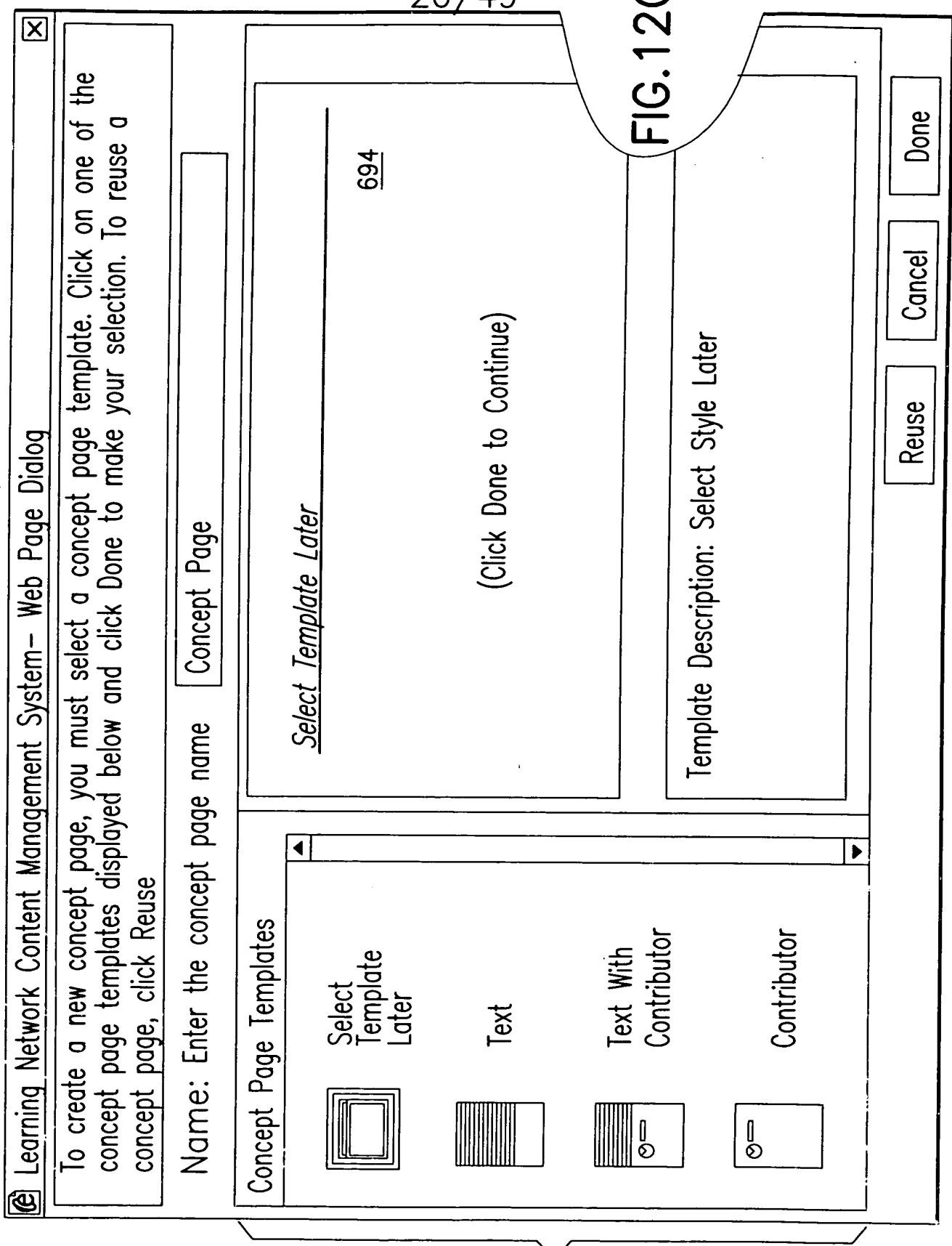


FIG. 12C

FIG. 13B

708

Learning Network Content Management System – Web Page Dialog

## Special Object

## Request Details

Fast Finder

Object Name Concept Page2-Special

This is a context object

Date

710

— B x²nbsp;c®TM

To request a producer's assistance for this object, use the field below to describe the object and what you would like to create. Use this space to provide any information you feel would be useful to the producer in creating this object.

[Submit](#) [Cancel](#)

Cancel

## Submit

Learning Network Content Management System - Web Page Dialog

Special Object

Object Name

This is a context object

Request Details  716

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

23/49

717 Fast Finder Type  ▶

718 Keywords

FIG. 13C

Assign Keywords

Cancel

Learning Network Content Management System – Web Page Dialog

Contributor  Concept Page2 – Contributor  
 This is a context object

Audio  Bio  Key Learning Points  Fast Finder

To add an audio file, click Add Audio and select the appropriate audio file from your media files or the general media files folder.

723  Add An Audio

Audio File Name:

Cancel  Submit

FIG. 13[

722

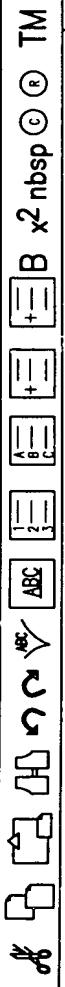
721

FIG. 13E

Learning Object Contributor Audio Edit- Web Page Dialog

Audio Entry

Audio Title:

Introduction Text:  

Audio Title:  

Transcript:  

Audio Attachment:

Learning Network Content Management System - Web Page Dialog

Contributor 725

Object Name Concept Page2-Contributor

This is a context object

Audio Bio Key Learning Points Fast Finder

To select a contributor's bio from the data base, select Browse.

Bio information:

FIG. 13F

726

Learning Network Content Management System - Web Page Dialog

Contributor

Object Name Concept Page-Contribut  
 This is a context object

723A

Audio Bio Key Learning Points Fast Finder

Enter the key learning points for this contributor object in the field below.

727

FIG. 13G

727

Cancel Submit

Learning Network Content Management System- Web Page Dialog

Contributor

Object Name  Concept Page2-Contributor  
 This is a context object

Audio  Bio  Key Learning Points  Fast Finder

Select the Fast Finder type for this object from the list below and assign the appropriate keywords.

729  Fast Finder Type Not Applicable ▶

730  Keywords

FIG. 13H

Assign Keywords

29/49

Object Name **Concept Page2-Link**

This is a context object

Link Entry **Introduction** **Fast Finder**

Click Add a Link to enter information about the course or site you would like to link to.

732 **Add a Link**

731

**FIG. 131**

Cancel **Submit**

Link

Learning Network Content Management System- Web Page Dialog

## Learning Network Content Management System- Web Page Dialog

Object Name  30/49

Link  Link Entry  Introduction  Fast Finder

731 Select a link icon from the list below. If you would like introductory text to appear before the link, enter the text in the field below.

733 Link Icon  734 Text

735  This is a context object

FIG. 13J

31/49

<input checked="" type="checkbox"/> <b>Link</b>	Object Name <b>Concept Page-Link</b>	<input type="checkbox"/> This is a context object
<input type="checkbox"/> <b>Link Entry</b>	<input type="checkbox"/> <b>Introduction</b>	<input type="checkbox"/> <b>Fast Finder</b> 736
If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.		
<b>737</b>	<b>Fast Finder Type</b> <b>Not Applicable</b> ▶	<b>738</b>
<b>Keywords</b>		
<b>FIG. 13K</b>		
<input type="button"/> <b>Assign Keywords</b>		
<input type="button"/> <b>Cancel</b> <input type="button"/> <b>Submit</b>		

Learning Network Content Management System - Web Page Dialog

Object Name **Concept Page-Quiz**

This is a context object

Introduction Questions Summary Fast Finder

If you would like to have introductory text appear before the quiz questions, enter the introduction in the field below.

Introduction

1

746

748

FIG. 13L

Cancel Submit

33/49

Learning Network Content Management System- Web Page Dialog

Quiz 750

Object Name Concept Page-Quiz

This is a context object

Introduction Questions Summary Fast Finder

To begin writing quiz questions, select Add Question. Once the questions have been created, use the Edit, Move or Remove buttons to revise the quiz.

756 753 754 757 Add Question

Edit ▲ Move Up ▼ Move Down Remove 755

752

FIG. 13M

Cancel Submit

Learning Network Content Management System - Web Page Dialog

Object Name  758  This is a context object

Quiz  Introduction  Questions  Summary  Fast Finder

If you would like summary text to appear after the quiz, enter the summary text in the field below.

Summary

FIG. 1 3N

759

Learning Network Content Management System - Web Page Dialog

Object Name **Concept Page-Quiz**

This is a context object

Introduction Questions Summary Fast Finder 760

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type Not Applicable ▶

Keywords

Assign Keywords

Cancel Submit

761

762

FIG. 130

35/49

Learning Object Question Edit- Web Page Dialog

Question	Attachment	Media
Question Type:	Multiple Choice	
Question:	<input type="text"/>	
<input type="radio"/> Correct Response		
Response 1:	<input type="text"/>	
Feedback 1:	<input type="text"/>	
<input type="button" value="Remove Response"/>		
<input type="button" value="Cancel"/> <input type="button" value="Save"/>		

FIG. 1 3P

Learning Object Question Edit- Web Page Dialog

Question	Attachment	Media
Question Type:	True/False	
Question:	<input type="text"/>	
<input type="radio"/> Correct Response		
Response 1:	True	
Feedback 1:	<input type="text"/>	
<input type="radio"/> Correct Response		
Response 2:	False	
Feedback 2:	<input type="text"/>	
<input type="button" value="Cancel"/>		<input type="button" value="Save"/>

**FIG. 13Q**

Details Comments

Preview Print

Concept Page - Tabs

Please click the Edit button to edit your tab/list

Tabs/Lists Object

Tab1 Tab2

A preview of this learning object is not yet available because the content for the object has not been entered. Please select Edit to continue creating the object.

Edit Move Region Name

Local Intranet

FIG. 13R

FIG.13S

Learning Network Content Management System - Web Page Dialog

Tabs/Lists 770

Object Name  Concept Page-Tabs  
 This is a context object

Template

Select or Change Your Tab/List Template Format

772

Template

2023-2024 学年第二学期

40/49

Learning Network Content Management System – Web Page Dialog

Tabs/Lists

Object Name

This is a context object

Template  774

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

776 Fast Finder Type  ▶

778 Keywords

FIG. 13T

Learning Network Content Management System - Web Page Dialog

Text Object

Object Name

This is a context object

Text  Image  Attachment  Fast Finder

Enter the text for this object in the field below.

Text

Text

41/49

FIG. 13U

Cancel



780

782

Learning Network Content Management System- Web Page Dialog

Text Object 784

Text  Object Name Concept Page-Text  
 This is a context object

Image  Attachment  Fast Finder

If you would like to add an image to this object, select Browse to locate an image.

Image  Orientation  ▶

42/49

792

786

Browse

FIG. 13V

Cancel  Submit

Learning Network Content Management System - Web Page Dialog

Object Name  788

This is a context object

Text

Image

Attachment

Fast Finder

If you would like to add an attachment to this object, select Browse to locate the attachment.

Attachment

Browse

790

FIG. 13W

45 / 49

Name	Type	Workflow	Last Action	Review
Service Conversations	Course	Development	No Action	No Action
Introduction to Service Standard	Topic	Development	No Action	No Action
Service Standard	Concept Page	Development	No Action	No Action
What is meant by Service Standard-Text	Learning Object	Development	No Action	No Action
Components of Service Standard	Concept Page	Development	No Action	No Action
Components of Service Standard-Text	Learning Object	Development	No Action	No Action

820

822

The screen below is used to submit content to the next step in the workflow process. Use the drop-down boxes in the column on the right to indicate whether you would like to Submit content for approval. If you select No Action, the component will maintain its current status.

FIG. 14A  
FIG. 14B

FIG. 14A

FIG. 14B

Components of Service Standard-Tabs	Learning Object			No Action □ ▶
Implementing Service Standards	Topic	Development		No Action □ ▶
Guide to Service Standard Implementation	Concept Page	Development		No Action □ ▶
Guide to Service Standard Implementation-Text	Learning Object	Development		No Action □ ▶
Guide to Service Standard Implementation-Tabs	Learning Object			No Action □ ▶
Service Conversations	Topic	Development		No Action □ ▶
Conversations that add Value	Concept Page	Development		No Action □ ▶

FIG. 14B

870

Learning Network Content Management System - Microsoft Internet Explorer

Learning Network Content Management System

Home Search

Log Out

Users Curriculum Taxonomy Search/Expire Files

Taxonomy Maintenance

Category 872

Curriculum FA ▲

Select Subject Area for FC Curriculum

Leadership and Personal Development Add

Financial Planning  
Portfolio Management  
Products and Services  
Managing Technology

Remove

874

Submit

FIG. 15A

FIG. 15B

FIG. 15A

FIG. 15

Curriculum	Core Category	Subject Area	
FA	Business	Financial Planning	
	Business	Portfolio Management	
	Business	Products and Services	
	Business	Sales and Marketing	
	Business	Wealth Management	876
FA	Professional Development	Leadership and Personal Development	
	FA	Technology	
FA			Local Intranet

FIG. 15B

FIG. 1

Microsoft Internet Explorer

Learning Network Content Management System

User Name: Marc Faulk

Classify    Batch Classify    Workflow    Exit

Print    Preview

Table of Contents

Welcome to the CMS course building tool

904    Course    Detail    Comments

906    Topic    Detail    Comments

908    Concept    Detail    Comments

910    Object    Detail    Comments

912    Remove    Detail    Comments

914    Done    Detail    Comments

902    Local Intranet

916    Detail    Comments

918    Detail    Comments

Service Conversations

Introduction to Service Standard

Service Standard

Components of Service Standard

Implementing Service Standard

Guide to Service Standard

Service Conversations

Conversation that add Value

Summary

Key Learning Points

FAQs on Service Conversations

Take Action

How are you doing?

Related Offerings

Here you will find the tools necessary for creating online content. Before you begin, you will want to familiarize yourself with the components that make up a course, they are:

Learning Objects  
Concept Pages  
Topics

These components are building blocks that, when put together, create a course.